

Overnight Warming Locations Frequently Asked Questions

Q: What is an overnight warming location?

A: An overnight warming location is a place where individuals can go to stay warm and dry in the evening hours during the cold weather season.

Q: Why is the City creating this program?

A: With over 6,000 people homeless on any given night in San José and a cold and wet winter anticipated, the City is working in partnership with the County and other agencies to provide as much shelter as possible to keep people safe from severe weather.

Q: Has the City provided this type of program before?

A: Yes, this is the fifth year of the program. However, this is the first year operating the program consecutively each evening. In prior years, the City would open the program during periods of inclement weather, which was dictated by temperature and rainfall.

Q: How many individuals will the overnight warming locations serve?

A: The program can serve 60 individuals each night at two City-owned sites. Each site can hold up to 30 individuals.

Q: When will the overnight warming locations be open?

A: Each evening during the cold weather season consecutively from November 1, 2019 through April 30, 2020

Q: What are two overnight warming locations sites?

A: The two sites are:

Roosevelt Community Center - 901 E. Santa Clara St., San José, CA 95116

Bascom Community Center and Library - 1000 S. Bascom Ave., San José, CA 95128

Q: What are the hours of operation at the overnight warming locations?

A: Operating hours and time of exit may vary by location. General hours of operation will be between 9:00pm to 9:00am. Individuals shall exit by 8:00am to allow for site clean-up and sanitization. Based on site programming, hours are subject to change.

Q: How does someone get a bed at the overnight warming locations?

A: Participants of the overnight warming locations will be by referral only. Unless referred to the program, those who drop in will not be guaranteed a bed. In order to request a bed, potential participants can call 408-510-7600.

Q: Why did OWL change to a referral system?

A: A referral system was implemented to align with the County Cold Weather procedures and to help reduce loitering in the area. Referral systems are a national best practice among emergency shelters and better serves the person by reducing anxiety because the bed is guaranteed.

Q: Who will operate the overnight warming locations?

A: HomeFirst of Santa Clara County is the non-profit contractor. HomeFirst has over thirty years of experience operating similar programs, such as the largest emergency homeless shelter in San José and the Cold Weather Shelter Program that opens shelters at various locations throughout Santa Clara County.

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Q: Can families with children use the overnight warming locations?

A: No. The sites will serve adults over the age of 18. If you are a family or youth in need of shelter or services, please call 408-510-7600 or email outreach@homefirstsc.org (Monday – Friday 9 a.m. – 5 p.m.). Afterhours or weekends please call 408-515-6886.

Q: Will the overnight warming locations interfere with other activities at the sites?

A: Since the overnight warming locations operate during hours when the sites are typically closed to the public, there should be no interruption of regularly planned activities at any location. There will be daily communication between community center staff and Housing Department staff should there be interference with scheduling and a resolution or adjustment of hours/location is required.

Q: What services will be provided at the overnight warming locations?

A: At each site, participants will have access to soup, warm drinks and prepackaged meals, mats and blankets (cots available for those who require them), showers and kennels for animals and storage for personal belongings. Case management services will be available on-site throughout the daytime hours at the community centers, evening case management will be scheduled as requested. Participants will also be provided bus tokens and/or shuttle services to and from the location each day of operation.

Q: Will there be security at the overnight warming location sites?

A: Private security will be onsite at both locations during both the evening and daytime hours to ensure site security for staff, community center and library patrons, and participants of the overnight warming locations.

Q: Who should the community contact with additional questions about this program?

A: Community members interested in additional information about this program can contact:

OWL Hotline

OWL Hotline - 975-2695

Bascom Community Center – BascomOWL@sanjoseca.gov

Roosevelt Community Center – RooseveltOWL@sanjoseca.gov

City of San José Homelessness Response Team

Darius Brown (Program Manager) – darius.brown@sanjoseca.gov or 408-975-4478

Vanessa Beretta (Supervisor) – vanessa.beretta@sanjoseca.gov or 408-975-4424

City of San José Office of Councilmember Dev Davis (District 6)

Serena Desai (Council Assistant) – serena.desai@sanjoseca.gov or 408-535-4906

City of San José Office of Councilmember Raul Peralez (District 3)

Patricia Ceja – Patricia.Ceja@sanjoseca.gov or (408) 535-4929

To report concern for a homeless person or homeless encampment

Homeless Concerns Hotline – homelessconcerns@sanjosecaca.gov or 408-975-1440

Emergencies

Please call 911